# Logging in to the Virtual Gateway just got a little easier…

At the Virtual Gateway, we try to balance the need for strong security with our desire to keep the process simple for you, our users.

We've heard your feedback about password resets and security questions and, in response, have made these changes:

**90-day password reset periods** – now a password will take you through several months—minimizing interruptions to tasks such as client data entry, billing, etc.

**Simpler security questions** - the answers to these *new* questions will be easier to remember.

**Question choices** - not every question applies to everyone, so you can choose 5 out of 7 questions to answer.

## When will this go into effect?
Your password is scheduled to expire ***within the next several days***.  When that occurs, this new, friendlier security policy will be applied to your account and you will be prompted to update your password and answer the new questions.

## What do I need to do?
Change (and confirm) your password following the new requirements, fill out 5 *new* (and easier) security questions….and then you are good to go!

## Why do I have to fill out security questions again?
These new questions replace the old, more difficult questions.  You will only need to fill them out once, but may be asked any combination of these questions should you need to reset your password.

## Remind me - what are the password requirements?
All passwords **must** contain:
- At least 8 characters but not more than 16
- At least one capital letter
- At least one lowercase letter
- At least one number

However, passwords **cannot** contain:
- The following words: *password*, *pass*, or *test*
- Any part of your name, user ID, or email address
- Any password that you have recently used

## Need more help?
Access the Virtual Gateway Login Job aid at:  www.mass.gov\vg\loginassistance.

If you have any questions, please contact Virtual Gateway Customer Service:

**800-421-0938**
**617-988-3301 (TTY)**
**8:30 AM to 5 PM, Monday – Friday**